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**First Steps Facilitator: Becky Taggart, representing 27 counties**

**Facilitator contract ends January 31, 2004**

**Regional LICC status:**

Active LICCs: 10 active LICCs incorporating 20 counties

Inactive LICCs: 1 inactive LICCs incorporating 2 counties (Newton & McDonald)

LICCs in development: 5 counties out of 27 not represented (Dallas, Douglas, Ozark, Texas, and Wright)

**Accomplishments:**

LICC Development:

At this time the LICCs have developed by-laws and a scope of work, have regularly attending members, and focus on addressing specific needs in their areas, including child find, public awareness and provider recruitment. The inactive Newton/McDonald LICC members have been invited to participate in an existing LICC until their own is re-established, a volunteer has stepped forward to start an LICC in Dallas county, and FSF is attending a community meeting in Texas county to develop contacts to start an LICC in that area.

Communication between Lead Agency and LICCs:

As a liaison between DESE and the LICCs and the LICCs and SICC provided technical assistance, guidance and support to SPOE staff, LICC members, families, providers, service coordinators, community resource personnel by phone calls, e-mails, faxing and mailing information, and personal appearances. Also provided DESE with information regularly and when requested, including SICC reports, and working with the other facilitators to prepare reports on the lack of providers, issues for a conference phone call for service coordinators, a chart of recruitment activities, a list of unresolved issues and concerns, developing a survey requested by the SICC, and developing a provider satisfaction survey.

Public Awareness/Child Find:

Several FS presentation were developed and presented. In addition, the LICCs have/are:

- distributed informational packets on FS to area providers and community resources to increase public awareness and increase child find
- designing a list of Red Flags for parents and professionals to use in deciding when to make a referral
- distributed General Informing brochures in Spanish for minority child find
- spotlighting a community resource each meeting
- developing a provider support group
- mailed FS information to referral sources
- offered training on FS for child care providers
- inserting FS brochures in newborn gift baskets from the local hospital and in newborn layettes for infants in need
- participated in area activities to distribute FS information
- plans for additional public awareness activities

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Provider Recruitment:

Working with the LICCs and requests from SPOEs regarding specific providers needed, the following provider recruitment activities were initiated:

1. Sending approximately 200 recruitment letters per month
2. Maintaining a data system to track enrollment after these 1017 contacts
3. Making follow-up calls to offer additional information and assistance
4. Attended community meetings
5. Developed e-mail distribution lists for the service coordinators in these 27 counties and in the process of developing distribution lists for the providers in these 27 counties. This allows FSF to forward listserve messages, First Steps updates, invitations to SICC and LICC meetings, information on new providers, and resource information to provide support to current providers.
6. Addressed provider questions at LICC meetings, and by phone, e-mail and one-to-one meetings to assist with enrolling, billing questions, complaints, and explaining the First Steps philosophy and how the program works.

**Continued Issues and Concerns:**

1. Most providers, SPOE staff, and families continue to need assistance, guidance and support for several aspects of the overall system.
2. Recruitment efforts must be continued as there is a critical need for providers in SW MO. Currently we have children waiting for services.
3. FSF has already received requests to provide information on FS in the future.
4. Child find and public awareness activities must continue.
5. Please advise where e-mails, phone calls and other requests received after January 31, 2004 should be sent.

Thank you for the opportunity to work with the First Steps program, LICC and SICC members, and SPOE staff. I am impressed by the willingness of LICC members, providers, and community members to work for and donate their time for the benefit of the children in this program.

Sincerely,  
Becky Taggart  
SW Facilitator